

# **Release Notes**

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Enterprise System Connector for  
HP Service Manager REST  
7.0.3.7043.0

May 15, 2014



## Release Notes for Enterprise System Connector for HP Service Manager REST

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### Contact Information

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<b>Phone</b>	A list of phone numbers is available on the HP ArcSight Technical Support page: <a href="http://www8.hp.com/us/en/software-solutions/software.html?compURI=1345981#.URitMaVwpWI">http://www8.hp.com/us/en/software-solutions/software.html?compURI=1345981#.URitMaVwpWI</a>
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# Enterprise System Connector for HP Service Manager REST

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These release notes provide information for the current release of the Enterprise System Connector for HP Service Manager.

## Enterprise System Connector for HP Service Manager

ArcSight Manager communicates with HP Service Manager using the Enterprise System Connector for HP Service Manager. HP Service Manager is an incident tracking and case management system. HP Service Manager can be used in addition to or as an alternative to ArcSight ESM case management to use for incident creation, tracking, and workflow support for ArcSight security event data. ArcSight ESM cases and their associated events can be exported to HP Service manager incidents. The status of HP Service Manager incidents can be exported back to ArcSight ESM and reflected there as the status of the associated case. This is useful for customers already using HP Service Manager as their centralized incident tracking system.

The Enterprise System Connector for HP Service Manager can send events and cases exported from ArcSight ESM to HP Service Manager. The connector runs in the background, as a service, transferring the case data from ArcSight ESM to HP Service Manager. Cases are reflected as incidents in HP Service Manager. The Enterprise System Connector for HP Service Manager can also be configured to update the ArcSight ESM database with case status of HP Service Manager incidents.

See the Enterprise System Connector for HP Service Manager REST Configuration Guide for details.

## Supported Versions and Platforms

The Enterprise System Connector for HP Service Manager is compatible with HP Service Manager version 9.32, ArcSight ESM 5.5, ArcSight ESM 6.0c, ESM 6.5c, and ArcSight Express 4.0 (RHEL 64-bit only).

The supported platforms for the Enterprise System Connector for HP Service Manager are:

- Microsoft Windows Server 2008 R2, Microsoft Windows Server 2012 R2, both 64-bit
- Red Hat Enterprise Linux (RHEL) 6.2, 6.4, and 6.5, all 64-bit

## Release Contents

The files included in this release are:

File name	Description
EnterpriseSystemConn_HPServiceManagerREST_RelNotes_7.0.3.7043.0.pdf	Product descriptions and open issues (this document).
EnterpriseSystemConn_HPServiceManagerREST_ConfigGuide_7.0.3.7043.0.pdf	Enterprise System Connector for HP Service Manager REST Configuration Guide; provides instructions on how to install and configure the connector.
ArcSight-7.0.3.7043.0-ServiceManagerSystemConnector-Linux64.bin	Installation executables for the connector.
ArcSight-7.0.3.7043.0-ServiceManagerSystemConnector-Win64.exe	

## Installing the Enterprise System Connector for HP Service Manager REST

The Enterprise System Connector for HP Service Manager REST is supported for installation on Microsoft Windows and Linux platforms. For detailed instructions about installing the connector, see the Enterprise System Connector for HP Service Manager REST Configuration Guide. Download and install the appropriate executable for your platform from the HP SSO site at <http://support.openview.hp.com>.

## Known Issues

Number	Description
<b>CON-14189</b>	<p>Under some circumstances, case names are not automatically updated in the ESM Console after data is exported to or imported from HP Service Manager.</p> <p><b>Workaround:</b></p> <p>Restart the ESM Console and the case names are refreshed with the changes from HP Service Manager.</p>